



Department of (customer agency) Server Co-Location Services Service Level Agreement Sample JFHQ SF SLA # _____

Prepared By:

Lorrie Tritch, DAS-ITE Infrastructure Services

Lorrie.Tritch@iowa.gov

August 2, 2005



Service Level Agreement

JFHQ Server Co-Location Services

Iowa Department of Administrative Services

Introduction

This Service Level Agreement (SLA) is between the State of Iowa's Department of Administrative Services' (DAS) Information Technology Enterprise (ITE) and the customer agency. The purpose of the SLA is for provision of information technology services by the Information Technology Enterprise for the _____, herein noted as the customer agency.

Service Start Date: xx/xx/xxxx
Service End Date: xx/xx/xxxx

Service Points of Contact:

ITE	Lorrie Tritch	515-242-5898
Customer agency	_____	_____

Agency Names:

ITE	Department of Administrative Services, Information Technology Enterprise
Customer agency	(add agency name)

Description of Services

The Information Technology Enterprise will provide server co-location services for the customer agency. ITE will provide the customer agency with an environmentally controlled, secure location at Joint Forces Headquarters for server and networking hardware. ITE will meet or exceed the level of service expected by the customer agency.

Parties' Responsibilities

ITE Responsibilities

1. ITE Hardware Co-Location Services at Joint Forces Headquarters in Johnston, Iowa.
 - a. ITE will provide and maintain an environmentally controlled, secured location for customer agency servers.
 - b. ITE will provide a 36 U or 42U rack capable of housing customer agency equipment.
 - c. ITE will provide network services to the customer agency equipment. During core business hours, ITE will monitor and maintain networking equipment within the server farm and monitor up/down status of switch ports. If an alert on a port is received, ITE will notify the customer agency help desk and begin troubleshooting procedures. If the problem is in the network, ITE will work to resolve it as quickly as possible. If the problem is with customer agency equipment, the ticket will be turned over to the customer agency help desk for resolution. Core business hours are defined as 7:00 a.m. – 5:00 p.m., Monday through Friday, excludes holidays.
 - d. ITE will provide access to the equipment for customer agency employees with 24-hour notice to the ITE helpdesk.
 - e. ITE will provide access to customer agency employees for operational emergencies with less than 24 hours advance notice. Operational is deemed as a service disruption has occurred or is about to occur and needs immediate attention.

- f. ITE will work in conjunction with DAS-GSE and the National Guard to ensure facility environments (A/C, UPS, PDUs) are monitored using Site Scan Monitoring System.
- g. ITE will securely store one set of keys for the rack assigned to the customer agency. The customer agency will be assigned a second set of keys.
- h. ITE will provide help desk support for the server farm.
- i. ITE will provide an intake process to support services intake, including wire and cable management processes and standards.

2. Help Desk Services

- a. The ITE Help Desk is available 24 hours a day, 7 days a week. Customer agency staff may call the Help Desk whenever they have a problem. The Help Desk provides the first line of assistance for trouble calls. If the Help Desk cannot resolve the problem, they will issue a work order. If the work order is issued during core business hours, ITE will respond according to how the ticket is prioritized by the customer, i.e. Urgent, High, Medium, Low or No Rush.
- b. Work orders sent to other queues (server, application, etc.) will be responded to in like manner.
- c. If the work order is issued after core business hours, ITE will respond the following business day as if it had been issued at the start of business.
- d. The customer agency may ask the ITE Help Desk to escalate any call if they need immediate assistance.

3. Staff support outside core business hours. The customer agency may call the ITE Help Desk outside of core business hours to provide the first level of support. If the next level of support is needed, the customer agency may choose between two options:

- a. The customer agency can ask the ITE Help Desk to escalate the call. When this is done, the Help Desk will attempt to contact an ITE staff person to assist, but there is no guarantee that someone can be reached. When someone is called in, the customer agency will pay the standard published hourly rate for support.
- b. The customer agency may request that an ITE staff person be in "standby" status. The customer agency would be charged 10% of the staff person's normal rate for each hour on standby, plus hourly charges when called in. Per the State of Iowa's Collective Bargaining Agreement, there is a 3-hour minimum charge when a staff person is called. When a staff person is on "standby" there is an expectation that the support person will be available immediately by phone. If they need to report to work, they will be available within two hours of being contacted.

4. Vendor Support

- a. A situation may arise where ITE cannot resolve a hardware, software, or application problem on systems supported by ITE for the customer agency. In this case, ITE will notify the customer agency they need to call a vendor to assist them. If the customer agency approves, ITE can call the appropriate vendor to provide assistance. If the service is not under warranty or a current maintenance agreement and there is a charge, the customer agency will be responsible to pay for this service.

Customer Responsibilities

- 1. The customer agency will notify ITE when they have a problem with services provided by ITE under this agreement. They should call the ITE Help Desk at 515-281-5703 to report the problem. The Help Desk will either resolve the problem or issue a work order and dispatch the appropriate staff.
- 2. The customer agency will give ITE two weeks notice when they need to have staff in standby status.
- 3. The customer agency will provide ITE with 24 hours notice when onsite visits to the JFHQ for the customer to support their servers is required, unless the visit is determined to be an operational emergency.
- 4. The customer agency will be responsible for the protection of data housed on the customer agency servers included under this agreement.
- 5. The customer agency will maintain the servers and application licensing.
- 6. The customer agency will be responsible for the installation, configuration and ongoing maintenance of the server hardware and software and UPS components.
- 7. The customer agency will be responsible for maintenance of servers and associated hardware included under this agreement.
- 8. The customer agency will not physically alter the equipment rack in any way unless the changes are first reviewed and approved by ITE.

9. The customer agency will not install hardware, or make use of racks not assigned to the customer agency at JFHQ without approval from ITE.
10. The customer agency will notify ITE prior to installing additional equipment in the assigned rack.
11. All hardware to be installed in the assigned rack will be documented. The document will include the following:
 - a. Number of rack "U" the equipment requires.
 - b. Power requirements.
 - c. BTU/hr generated by equipment.
 - d. Weight of equipment.
12. The customer agency will wire their racks using best practices to ensure cabling is neatly organized and maintained.
13. The customer agency will be responsible for a set of keys associated with the assigned rack. If a duplicate key is required due to lost key(s), a fee of \$10/key will be charged to the customer agency.

Outcomes and Measures

1. There is an expectation that the network connectivity be available a minimum of 95% over a 30-day period. This excludes scheduled maintenance and outages caused by factors outside of ITE's control such as Internet, ICN outages or an outage caused by the application or UPS on the servers.
2. Normal maintenance windows for scheduled downtime will be 3:00 a.m. to 6:00 a.m. daily. ITE will notify the customer agency at least 48 hours in advance for scheduled maintenance that ITE is initiating. When unscheduled maintenance is necessary, ITE will let the customer agency know as soon as possible when services will be restored.
3. ITE and the customer agency will meet as needed to discuss service, pending and ongoing requests, capacity planning, system changes and other related issues.

Terms and Termination

Terms

Billings for services in this SLA are effective beginning _____.

It is mutually understood and agreed that the rates stated herein will be adjusted and billed to the customer agency as necessary to remain current with published DAS-ITE rates (<http://www.iowa.gov/government/its/rates/>).

The Parties agree that at any time during the term of this Agreement service levels may be modified, clarified, increased, reduced, revised, replaced, amended or deleted. Both Parties will mutually agree to appropriate charges, lead-time and the application of change control procedures.

Development of additional processes and functionality will be billed at DAS-ITE published hourly rates plus any additional costs (including, but not limited to hardware, software, capacity, connectivity, supplies and outside services) necessary to deliver the required services.

Service disruptions due to problems outside the control of DAS-ITE do not constitute a basis to override this agreement and payment terms.

I/3 billing code (Supplied by the customer agency): _____

Project Change

The Parties agree that at any time during the term of this Agreement service levels may be modified, clarified, increased, reduced, revised, replaced, amended or deleted. Appropriate charges, lead-time and change control procedures shall apply.

The following provides a detailed process to follow if a change to this Agreement is required.

1. A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change; the rationale for the change and the effect the change will have on the service delivery.
2. Designated project manager(s) will review the proposed change and approve it or address and resolve any concerns with either Agency. ITE will specify any additional, or reduction of, charges for such approved changes. If the change is authorized, the project manager(s) will sign the PCR, which will constitute approval for the changes and associated charges.

Termination

Both parties shall use their best efforts to informally resolve any dispute under this agreement. Either party may terminate this agreement with 60 calendar day's written notice for cause after notice to the other party of default and failure of the other party to cure the default within a specified reasonable time. Any effort by either party to enforce the terms of this agreement shall comply with the provisions of the Iowa Code section 679A.19 for resolution of disputes between state agencies.

Service Fees and Payment

Ongoing Service Fees

The following rate will initially be charged to the customer agency. These charges will be reviewed and modified as necessary when new prices are published or as licensing fees change.

The current rate for Standard Hosted Servers/Rack with Networking Support (see Attachment A):
(All rates listed are billed monthly.)

Monthly Pricing Range for Standard Hosted Servers/Rack:

ITE Whole Rack	\$654 - \$894
ITE "per U" Space	\$19 - \$27
User provided Rack	\$595 - \$1,170

Agreed and Accepted (Customer)

By: _____
Customer Agency

Agreed and Accepted (ITE)

By: _____
John P. Gillispie
DAS-ITE Chief Operating Officer

Date: _____

Date: _____

DAS-ITE JFHQ Server Farm Hosting Requirements

Attachment A

Effective July 1, 2005

Standard Hosted Server Assumptions:

- ✓ Racks will be no more than 85 inches tall X 27 inches wide X 36 inches deep
- ✓ Racks will be powered by dual power strips with 110 volts at 20 amps
- ✓ A KVM box is shared between every 2 cabinets
- ✓ Power will be backed up through separate circuits back to a UPS
- ✓ A building generator will back up local power to the facility
- ✓ A single 10/100 Ethernet RJ45 connector

Additional Services:

- Servers requiring power other than 110V @ 20A will pay a surcharge for electrical and cooling
- Servers requiring other network services will be quoted separately
- Blade servers will be charged a premium
- A one time installation fee may be required
- Total rack usage cost is for space only; backups, monitoring, network, security, etc. are additional.

"Standard Non-Hosted Server" Assumptions:

- ✓ Racks will be no more than 85 inches tall X 27 inches wide X 36 inches deep
- ✓ Racks will have power available for dual power strips with 110 volts at 20 amps
- ✓ Power will be backed up through separate circuits back to a UPS
- ✓ A building generator will back up local power to the facility

Other Guidelines:

- Power strips will not be "daisy chained"
- Hubs and switches will count toward maximum connections and total "U"
- Racks will be wired for compliance and neatly organized

Example of Services not included in the pricing:

- Direct network connection and support from the Iowa Communications Network (ICN)
- Storage Area Network (SAN) services
- Data backup (i.e. ITE uses IBM's Tivoli Storage Manager)